A recognised college of UCD

Proctorio and LMS User Guide

Using Proctorio and LMS for your exams.

2026-2027

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Before you take your exam

In advance of your exam, please see the below technical requirements for using Proctorio:

Minimum device requirements:

Below are the minimum device requirements to ensure you have the best test-taking experience:

Proctorio Extension

	Windows	Mac	Linux	Chrome OS
Operating Systems	Windows 10+	MacOS 11+	Ubuntu 18.04+	Chrome 58+
Browsers	Google Chrome Microsoft Edge Brave Opera	Google Chrome Microsoft Edge Brave Opera	Google Chrome Microsoft Edge Brave Opera	Google Chrome Microsoft Edge Brave Opera
Processor	Intel Pentium or better	Intel or M1 Chip	Intel Pentium or better	Intel Pentium or Arm
Free Disk Space	250 MB	250 MB	250 MB	250 MB
Free RAM[1]	2 GB	2 GB	2 GB	2 GB
Upload Speed[2]	0.092 - 0.189 Mbps	0.092 - 0.189 Mbps	0.092 - 0.189 Mbps	0.092 - 0.189 Mbps
Microphone[3]	Any Microphone, either internal or external for all systems			
Webcam[3]	320x240 VGA resolution (minimum) internal or external for all systems			

1. Free RAM is the minimum amount of memory that is not in use by other applications.
2. Depending on the exam settings, secure browser has no upload speed requirement.
3. Only required for proctoring, secure browser functionality does not require audio/visual recording.

Further information can be found on Requirements | Proctorio

- **Secure Exam Proctor** Browser Extension - you will be required to download and install this extension in advance of your exam. Download the extension here.

You will be asked to scan your room and desk; you will need to move the web camera (pivot your laptop) around the room and across your desk for the scan to activate. You must use a desktop or laptop computer with a stable internet connection.

You cannot take the exams from mobile devices (e.g., iPhone, iPad, iMac, Android device, tablets, etc.).

Depending on the options IOB has selected for the exam, you will need a working webcam and microphone. Make sure you have a properly working webcam and microphone and that you are using the latest version of Google Chrome.

- Check to make sure your camera works in Chrome at https://webcamtests.com/ Click the "Test my cam" button and wait for the test to complete.
- Check that your microphone works in Chrome at https://www.onlinemictest.com/ Click the play button. If the lines move when you talk, your mic is working.
- To update your version of Google Chrome, go to https://support.google.com/chrome/answer/95414
- For Data Protection reasons and to ensure the integrity of the exam process, the exam should not be taken in a shared space. Please ensure you have a private space to sit your exam. Your room will be scanned as part of the pre-exam checks.
- You will be asked to show your **photo id** as part of the pre-exam checks.

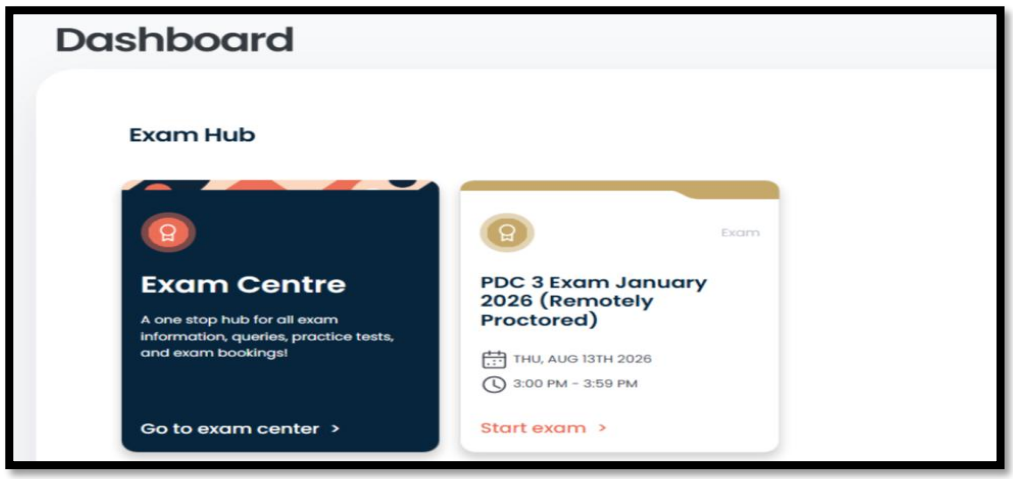
Please Inform info@iob.ie before your exam, if you do not have the required computer devices, photo ID or internet stability needed.

Day of the Exam

We recommend you restart your computer before each exam; this will free up available memory (RAM).

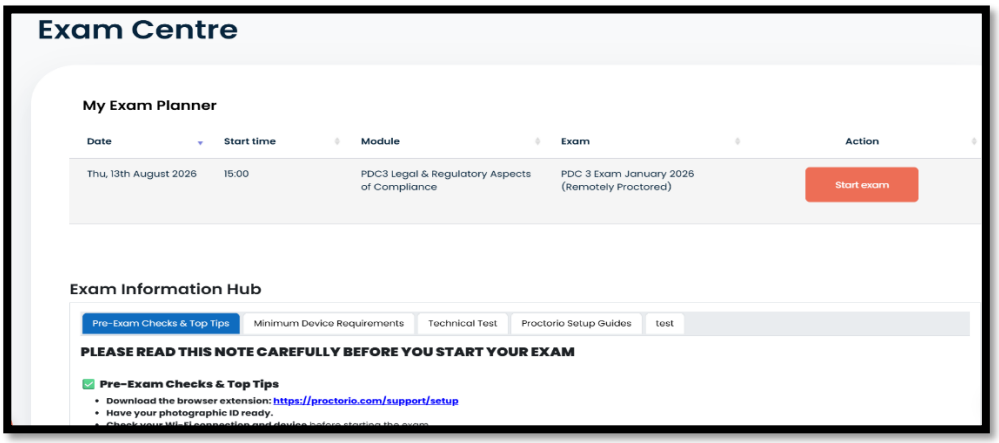
For Data Protection reasons and to ensure the integrity of the exam process, the exam should not be taken in a shared space. Please ensure you have a private space to sit your exam. Your room will be scanned as part of the pre-exam checks.

Login to IOB learn using your membership number and password. On the Dashboard you will see the Exam Hub.



Click on the "Exam Centre" card to enter the exam or select Start Exam on the Exam Card.

The Exam Centre page provides you with the name of the exam, the date, the start time and important exam information. Please carefully read the information provided. The Exam Card is direct entry into your exam.

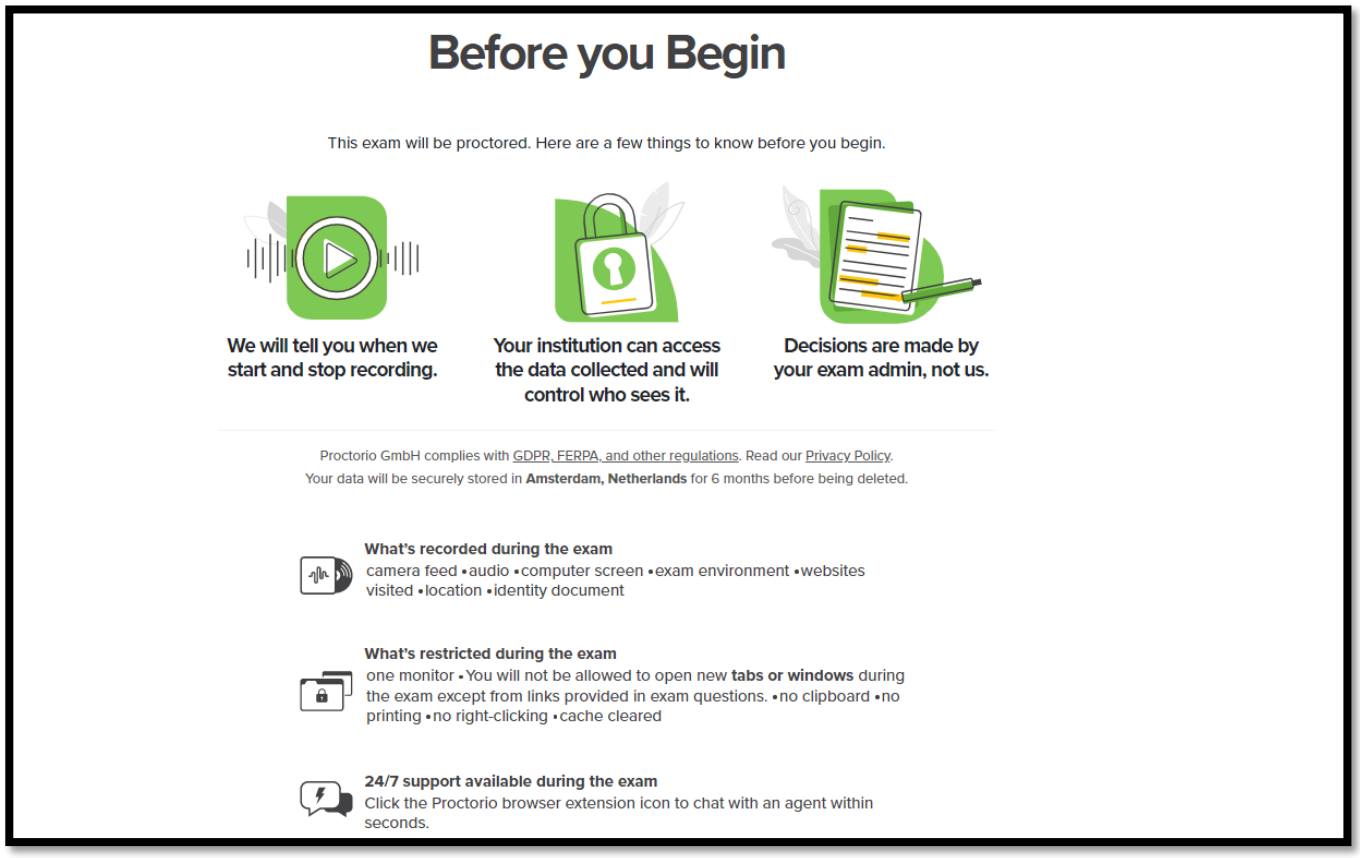


When you click on start exam the Proctorio application will start automatically. **(If you have not installed the Proctorio software you will need to do this before you begin your exam. Please ensure to install Proctorio in advance of the exam. https://getproctorio.com/**

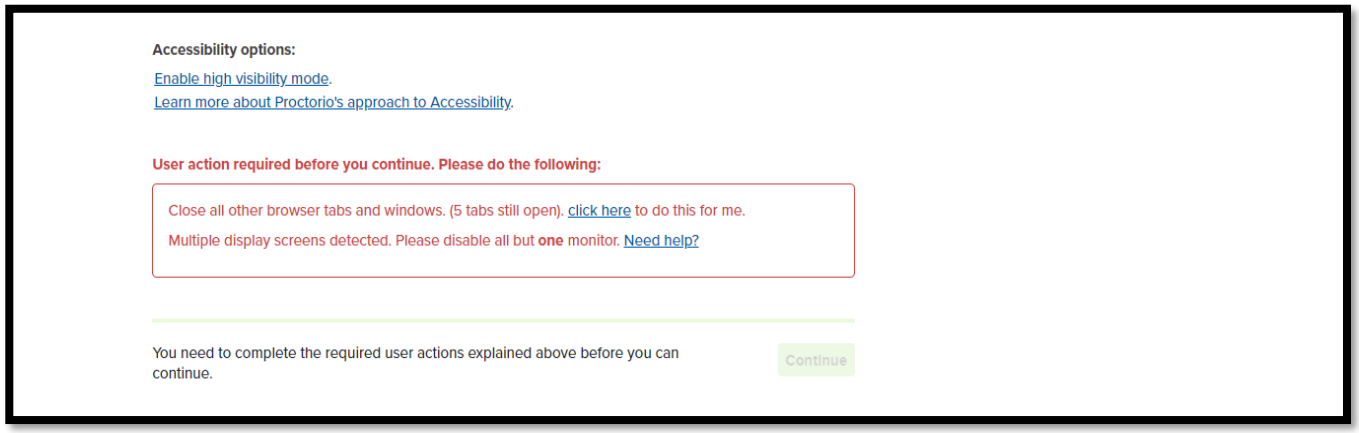
Please follow the instructions and begin your exam.

Pre-Exams Checks

Before your exam begins, you will be taken through a series of pre-checks. These will establish and verify your internet connection, operating system, camera & microphone.

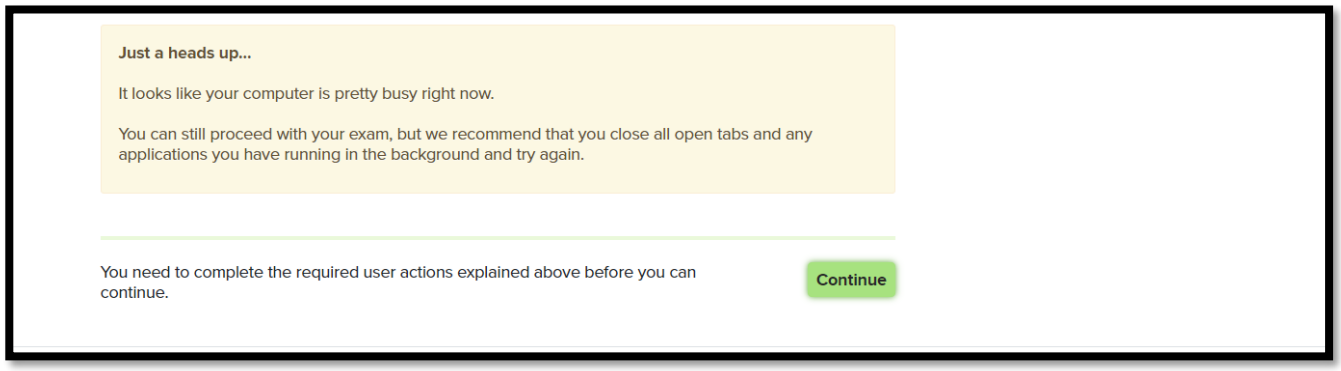


You may receive messages such as Multiple Screen detected or Close browsers, these are the set criteria for the exam and cannot be changed. **Please follow the instructions as noted in Red.**

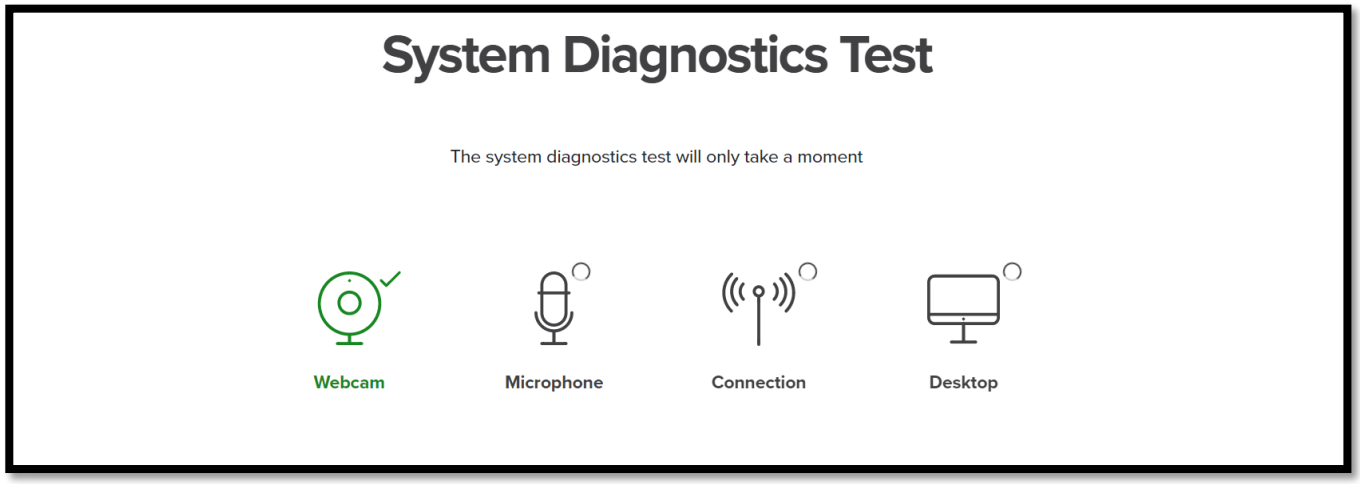


Please click on '**Click here**' which will close down all the tabs for you.

Once you complete the actions noted in red. The **Continue button** will highlight in Green and should be selected.



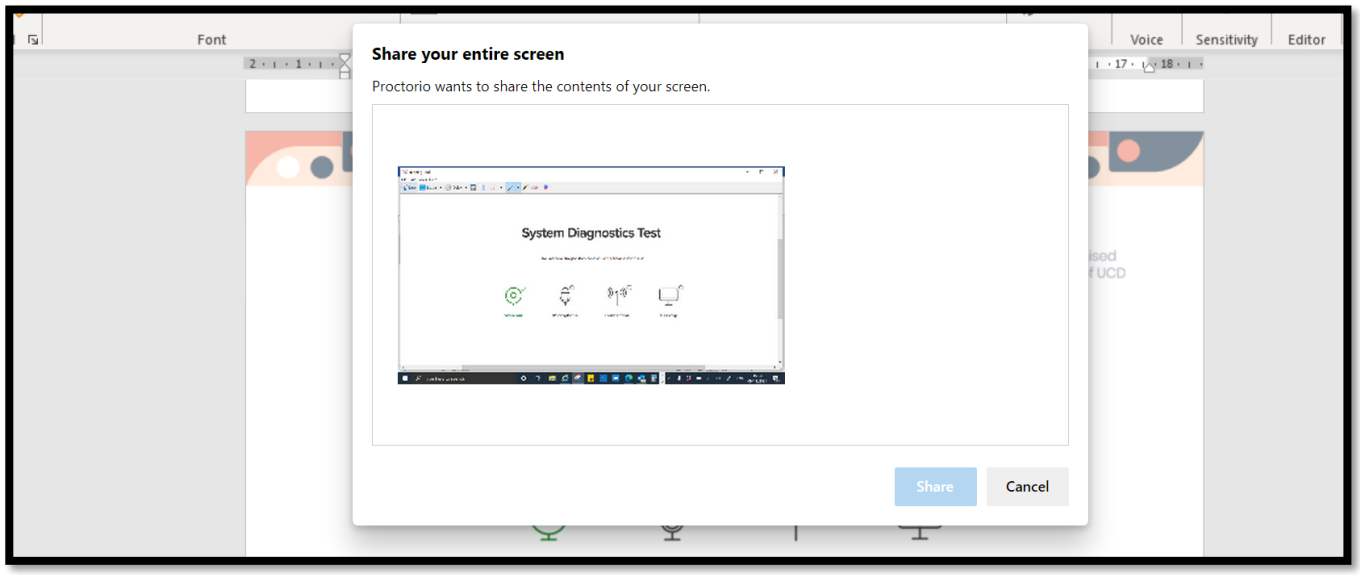
The Systems Diagnostics Test will begin, and each symbol will turn green. If one of the symbols highlights in Red, then follow the instructions on screen.



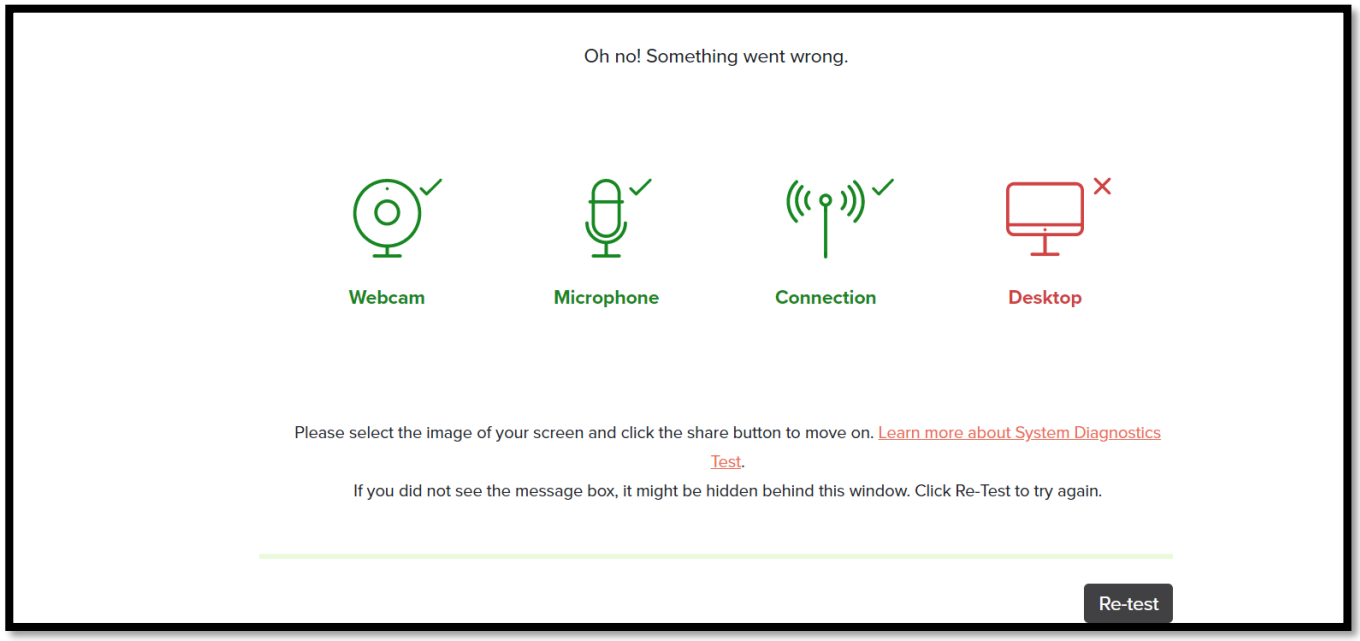
Please allow a few minutes for the test to complete.

When the test is complete a screen sharing pop up box will appear. If you do not see the message box, it might be hidden behind the open window. Click Re-Test to try again. **Or select Alt and Tab to view all opened tabs.**

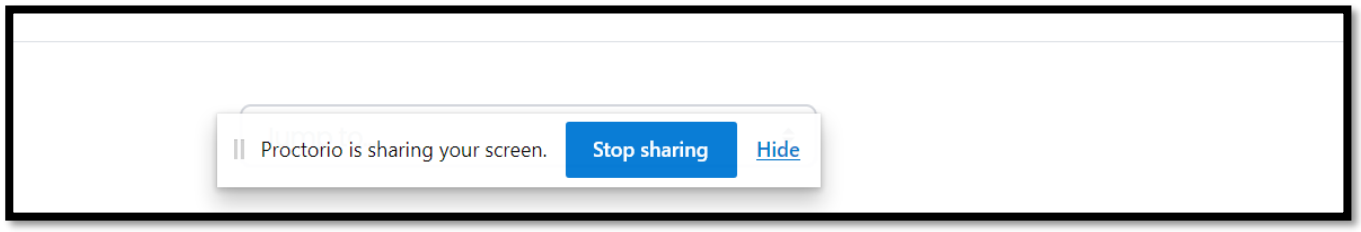
Please click in the pop-up box to release the Share button and select Share.



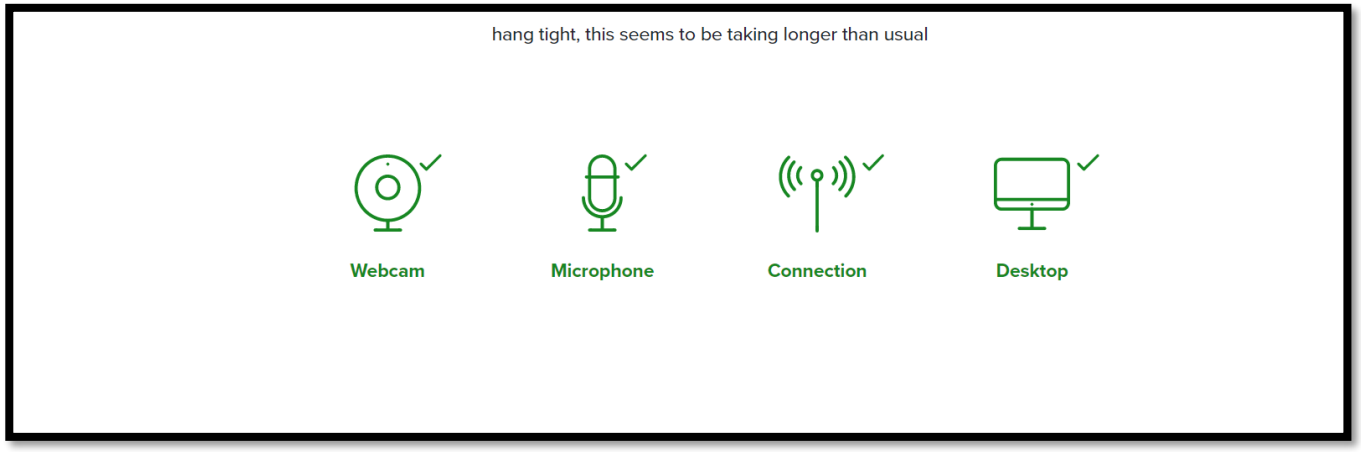
If something goes wrong, select Retest.



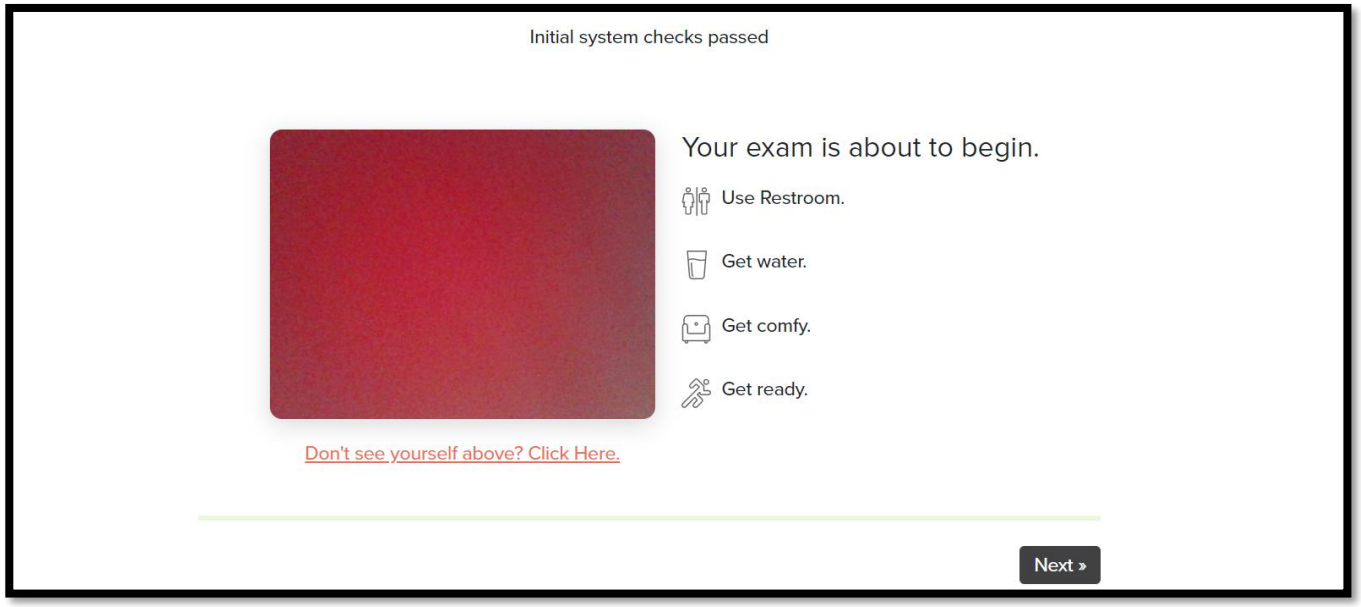
Select Hide; to Hide this message **do not** select stop sharing.

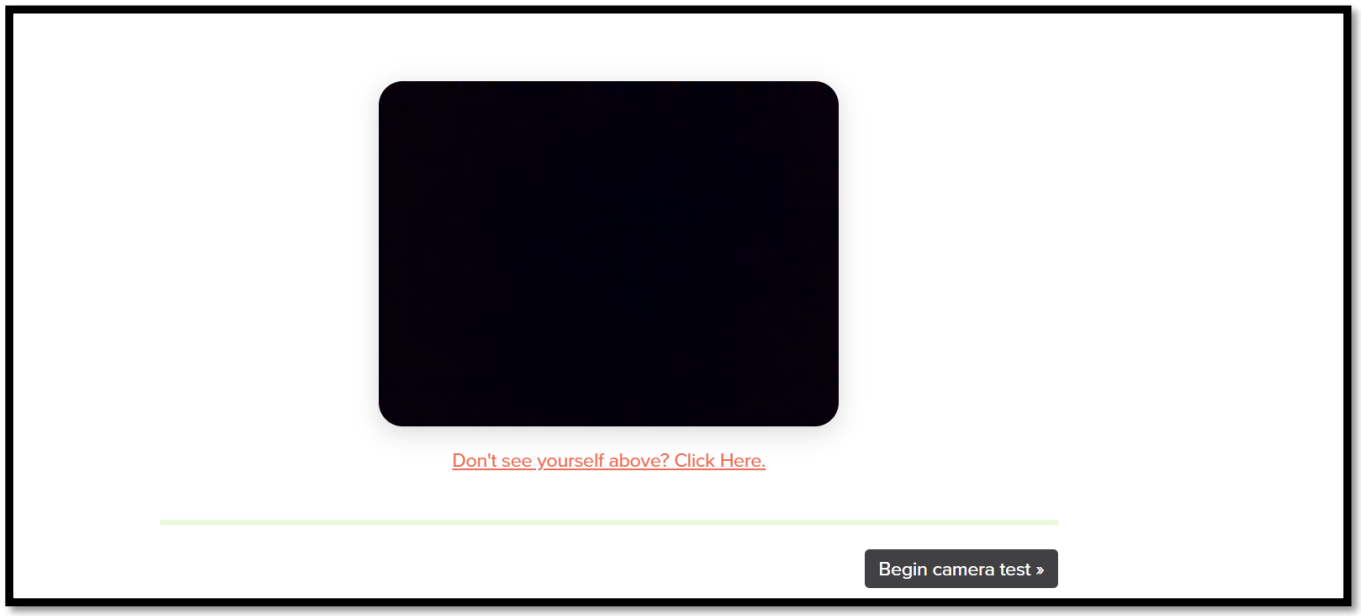


Please wait for the next page to appear, this may take a few minutes depending on your internet connection.

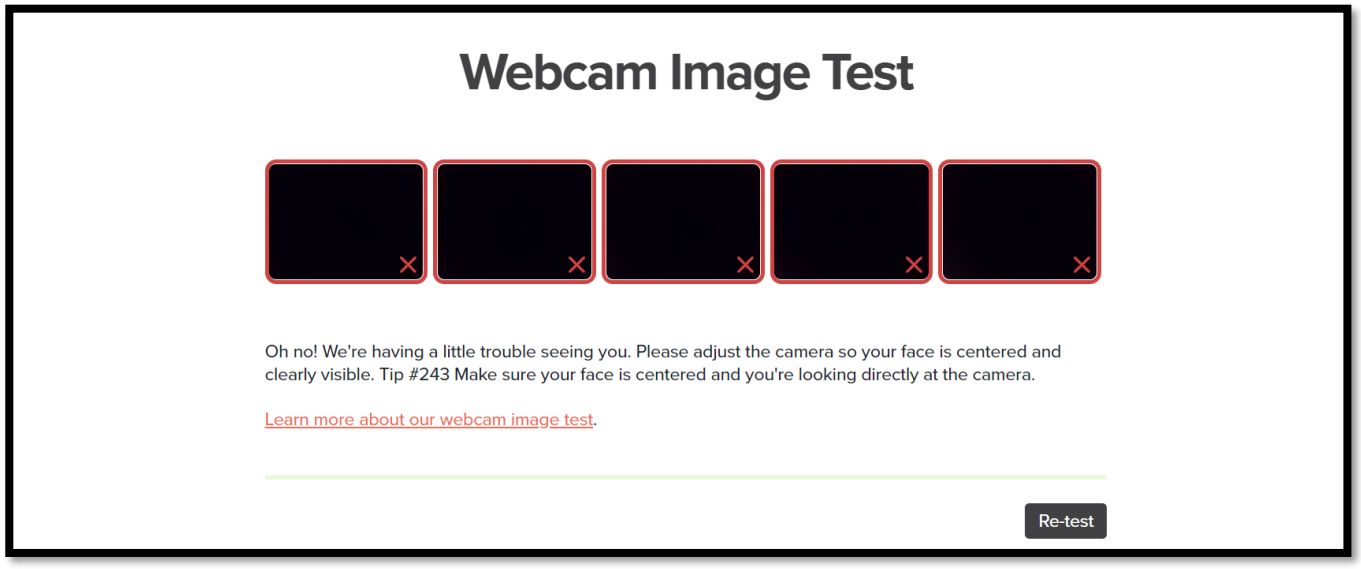


Once all items are green then you will be asked for your picture to be taken.



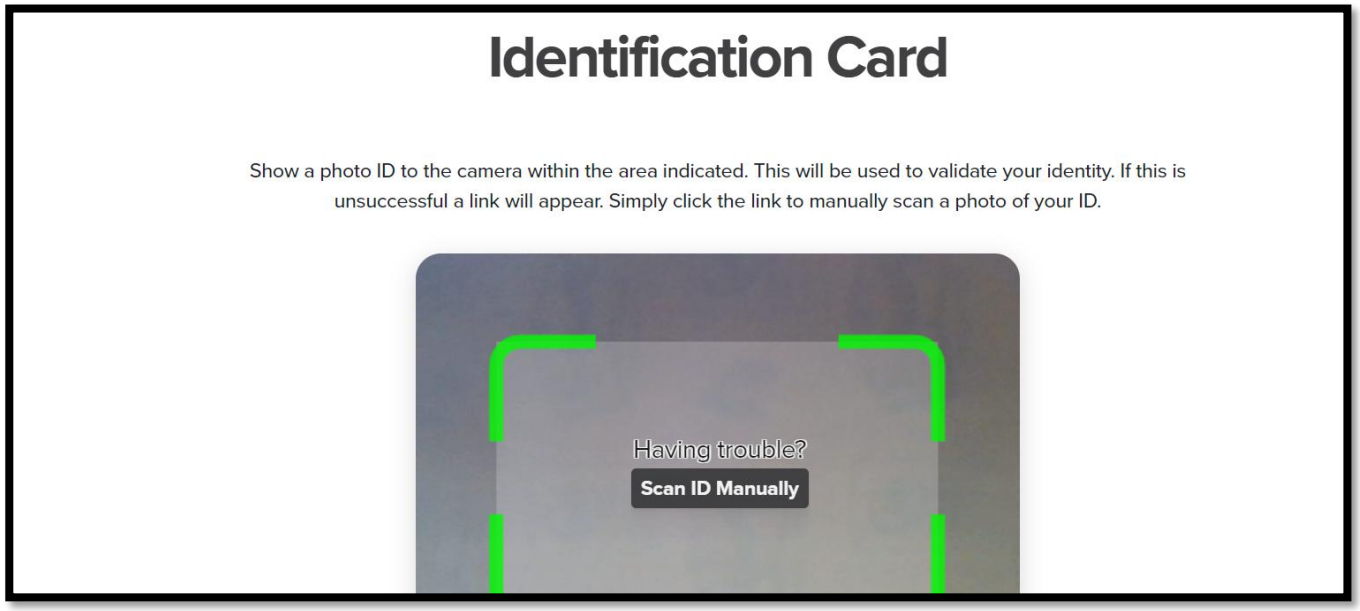


Click begin camera test.



If your image does not appear please read instructions and adjust your lighting, positioning and retest **You may have to adjust your lighting and/or take off glasses**.

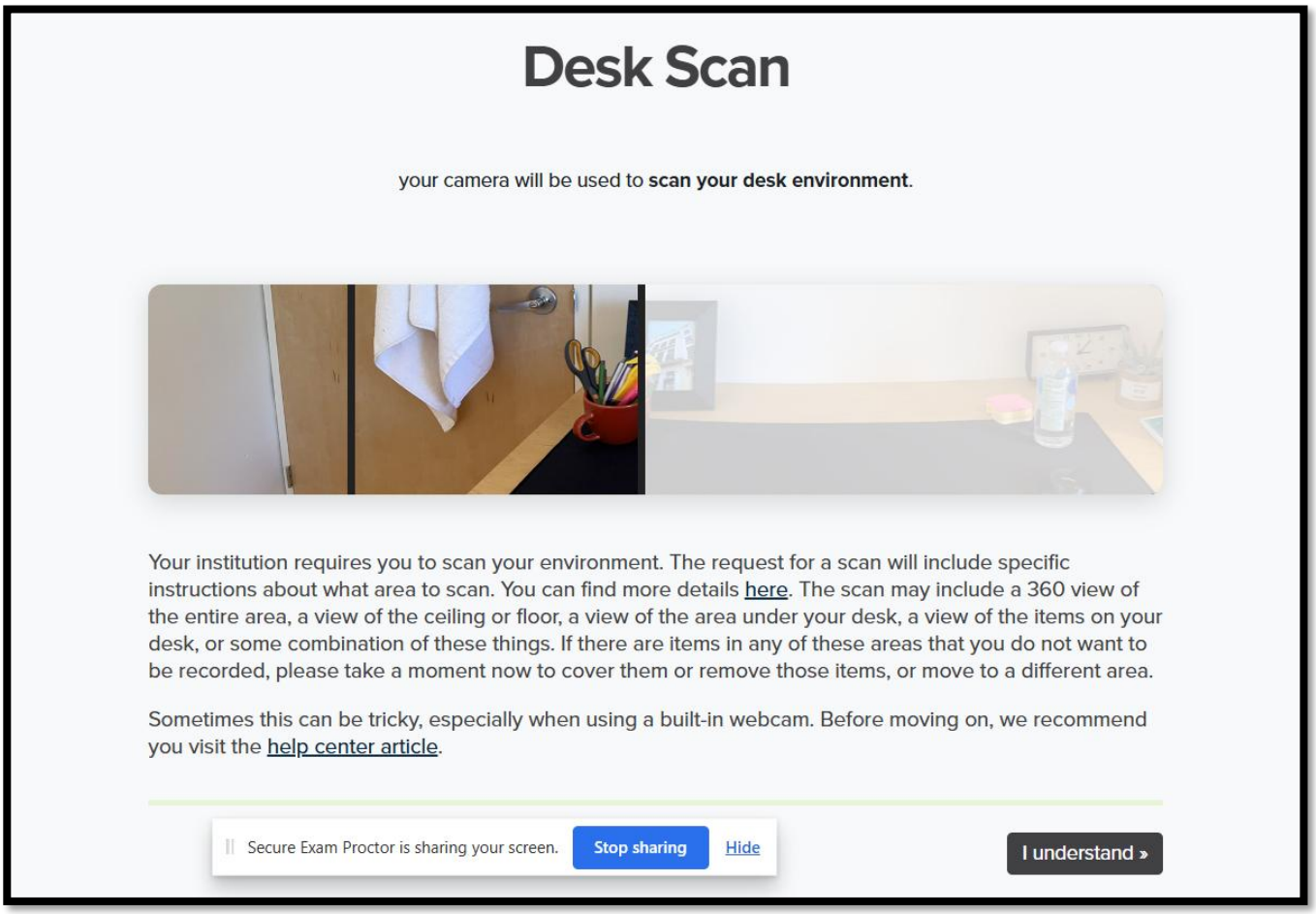
Once your picture is uploaded, the next step is to hold your photo ID up to the camera and click on the **Scan ID Manually** button when it appears. This can take a few moments so please hang tight. **Your ID must be in the same name as your IOB record.**



Click on **Scan ID Manually** and the **Next** button.

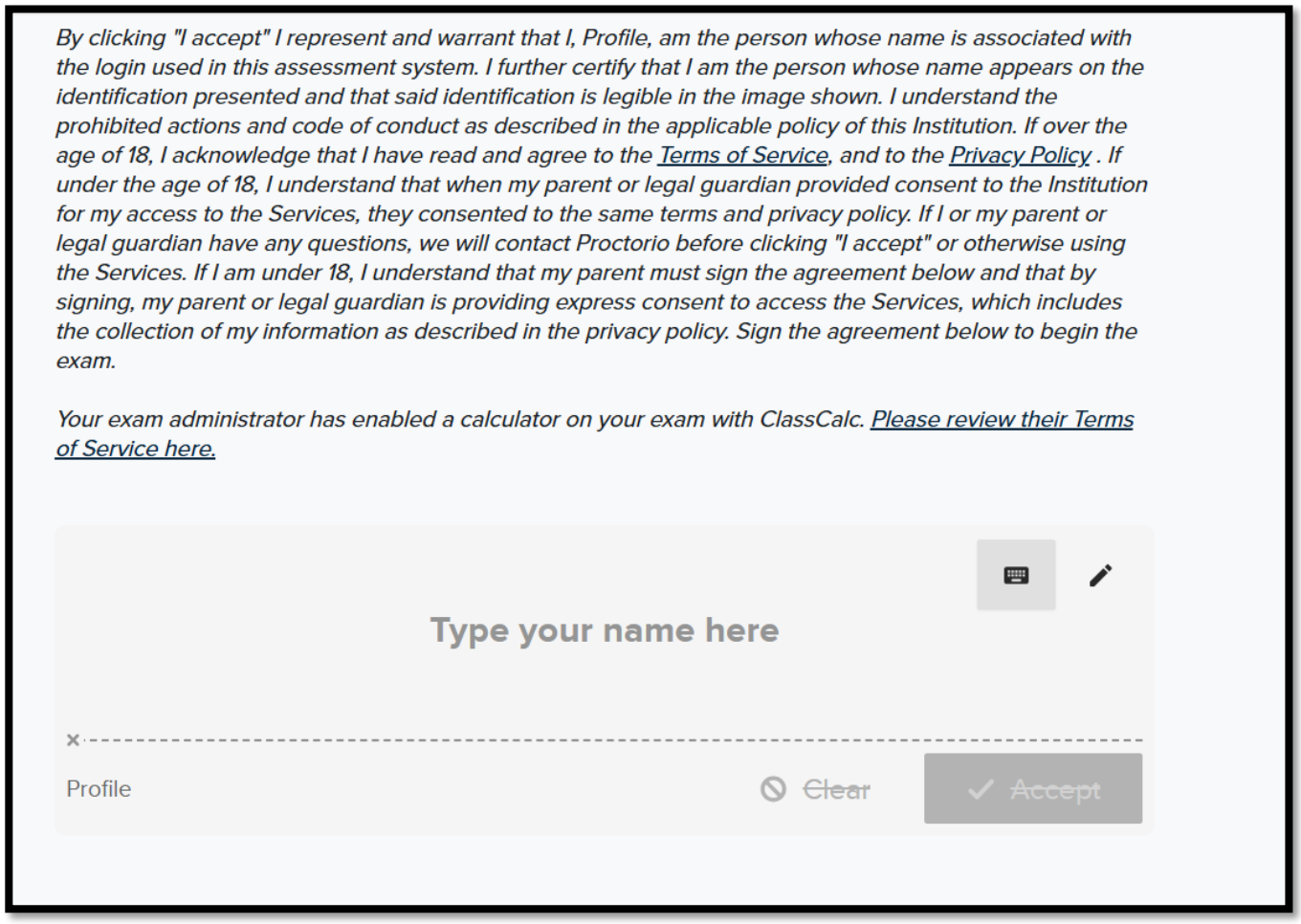
Once Proctorio accepts the scan please click next. There is no need to rescan once the ID has been accepted.

Once the photo and ID card scan are accepted it will move to the next check which is the declaration and room scan.

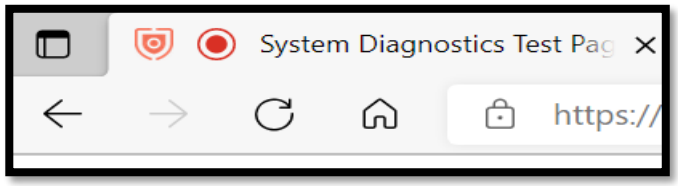


Click **I understand**.

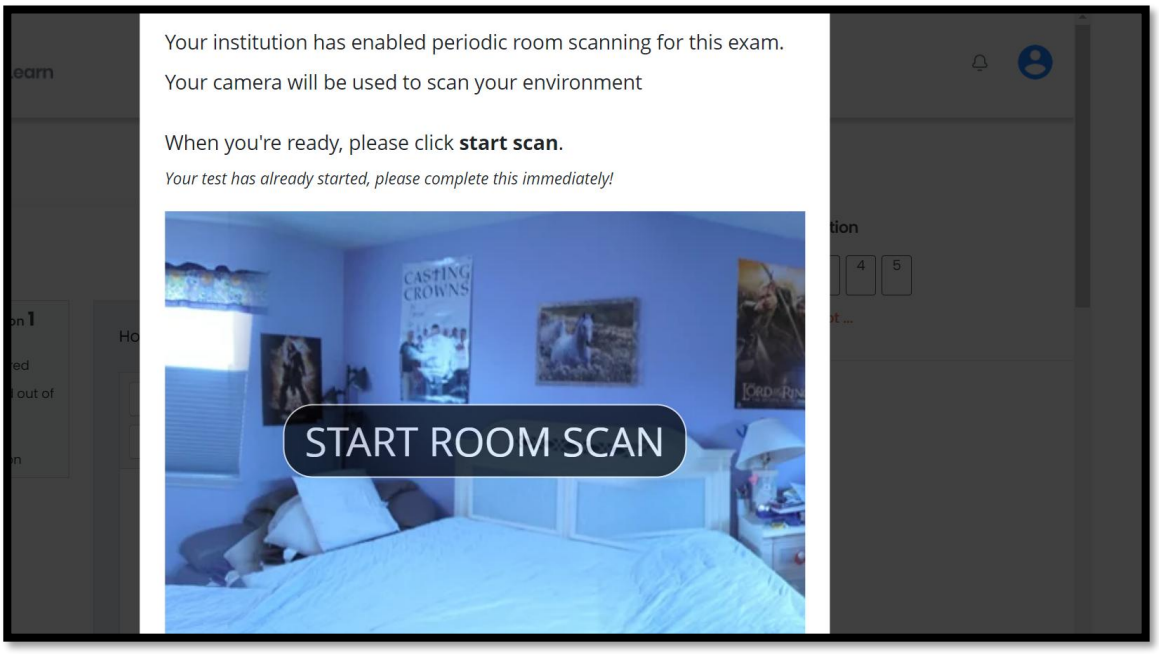
The Declaration and Signature is next:



Please sign by typing on the keyboard and select **accept**.

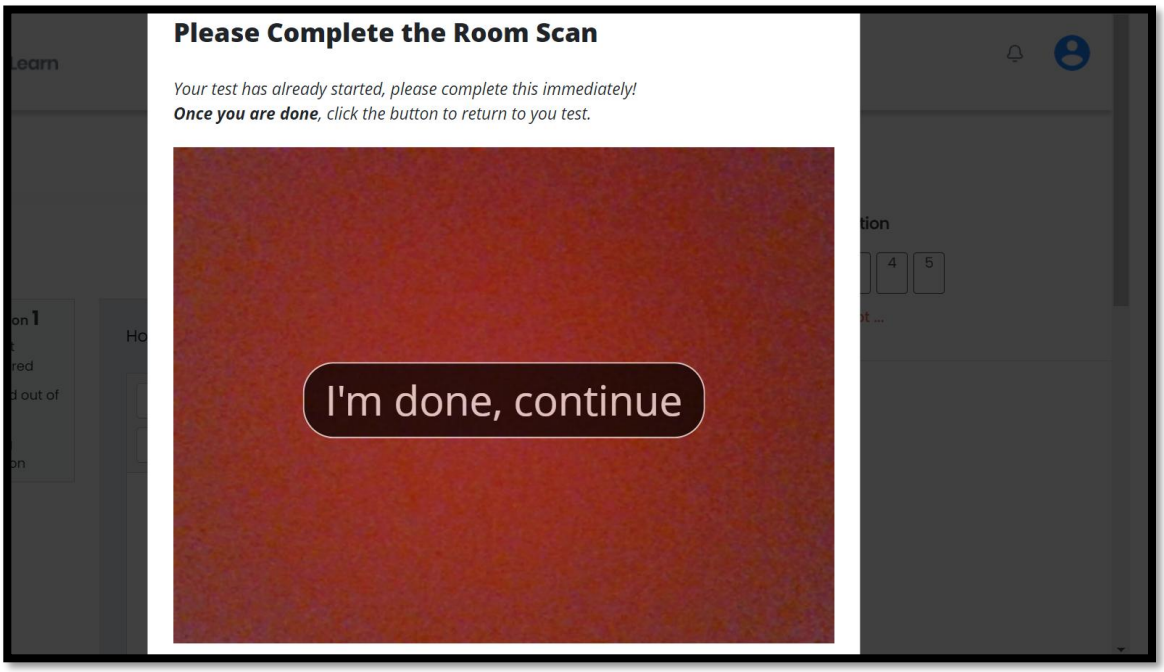


When the red circle appears at the top of the screen, Proctorio is recording. When you submit the exam, the red circle will disappear and Proctorio stops recording.



To Scan the room and your desk (including note paper), please pivot your camera around the room (360) using your web camera, once the scan is complete, please click the message **I'm Done, Continue'.**

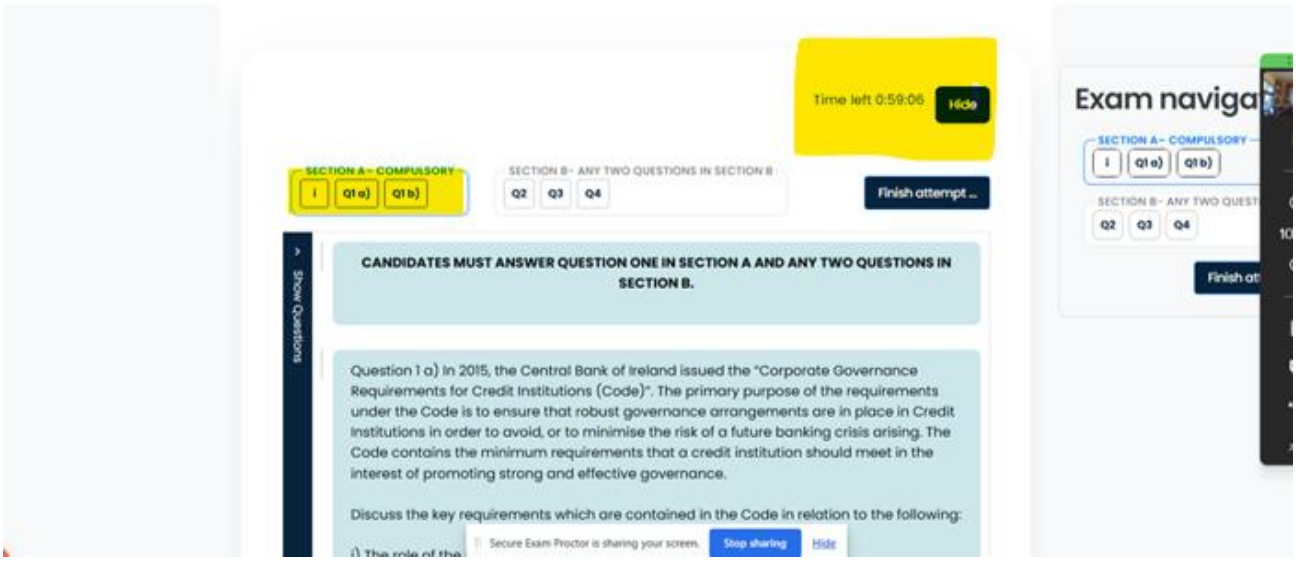
Failure to complete a full desk and room scan may result in a breach of exam regulations. (exams-and-regulations page)



You are now in your exam

You must read the exam instructions and type your answers directly into each section.

On the side of the page you will see the proctorio resources, you should see your image to show the video is recording. A zoom in/out option, a calculator, A live chat box for technical issues only. You can select the reposition buttons to move this box to another position on the page.



The Timer is located on the top right-hand side of the page and begins once you enter this page from the room scan. **Your exam will automatically be submitted when the timer reaches zero**.

Please ensure to review your time regularly during the exam

The exam questions are located at the top of the page and are divided into sections. Please follow the exam instructions carefully.

There is a **"Show/Hide questions"** section hidden on the side of the page and this can be expanded if you wish to flag a question that you wish to revisit before you complete your exam.

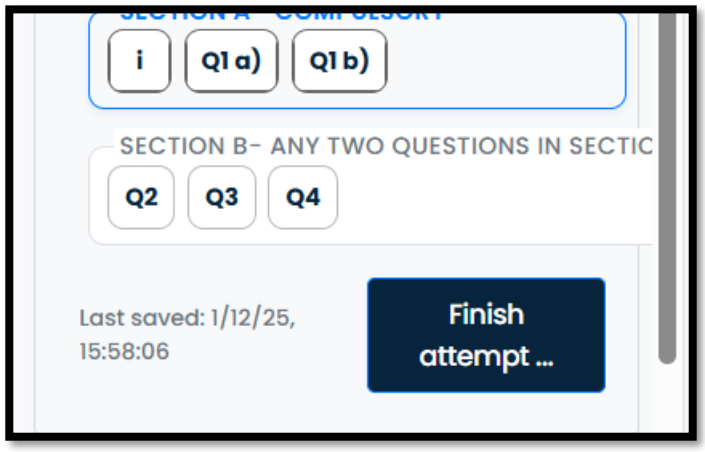


If your exam requires additional reading resources such as tables, these will be provided to you and are located on the right-hand side of the exam questions.



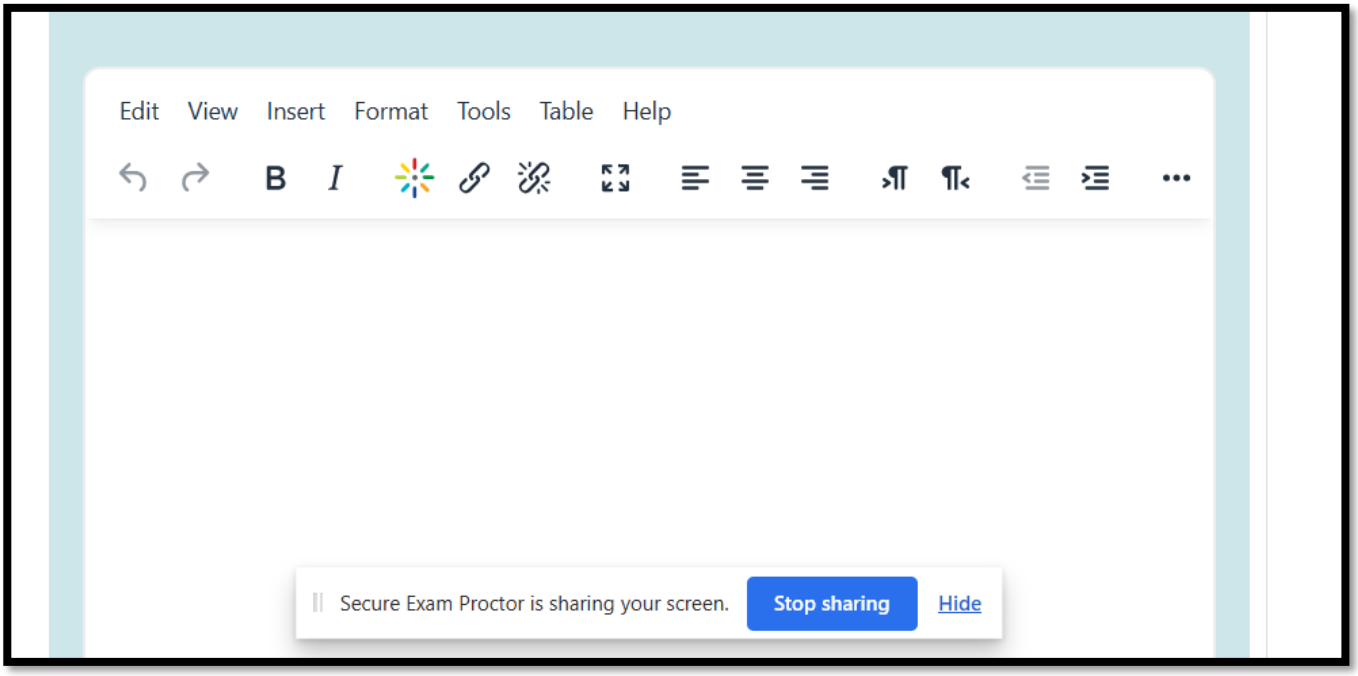
During your Exam

Your answers will **save automatically every 30 seconds**



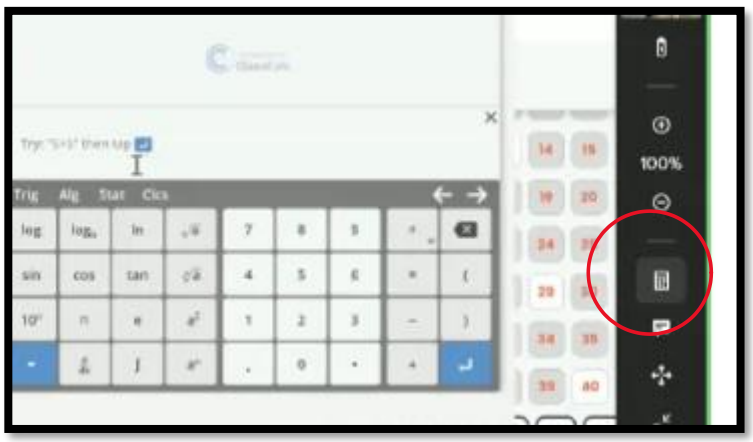
If you are disconnected from the exam, please log back in to IOB learn and reenter the exam following the pre check instructions to continue. Please note that the timer will not stop and you will have only the remaining time to complete your exam.

In each section there is a toolbar with the following icons for your use



Please refer to the exam regulations located on exams-and-regulations page for approved resources for closed book exams.

- Approved Resources: Calculators, Pen and Paper are allowed however handwritten notes cannot be submitted as part of your exam. Programmable or text storing calculators (e.g. phone calculators) or devices are not permitted. Online Calculators will be available on the Proctorio pop-up bar.



- Please ensure you have snacks and water with you and note that bathroom breaks will be noted on the invigilation report as part of the after-exam process. Any suspicious absences will be reviewed in line with UCD Academic Policies.

- Please show your approved resources to the webcam once the exam commences. Please do not wait for approval. Invigilation reports will be reviewed after the exam to ensure the integrity of the exam is protected.

Please note: Your work will save regularly during the exam. If you have not completed your work by the end of the exam time, then your attempt will be saved and submitted automatically when the exam time has expired.

The IOB Chat function is available during your exam for any technical or academic questions.



Completing your Exam

When you have finished your exam, you can review your answers using the flags option or the previous page option.

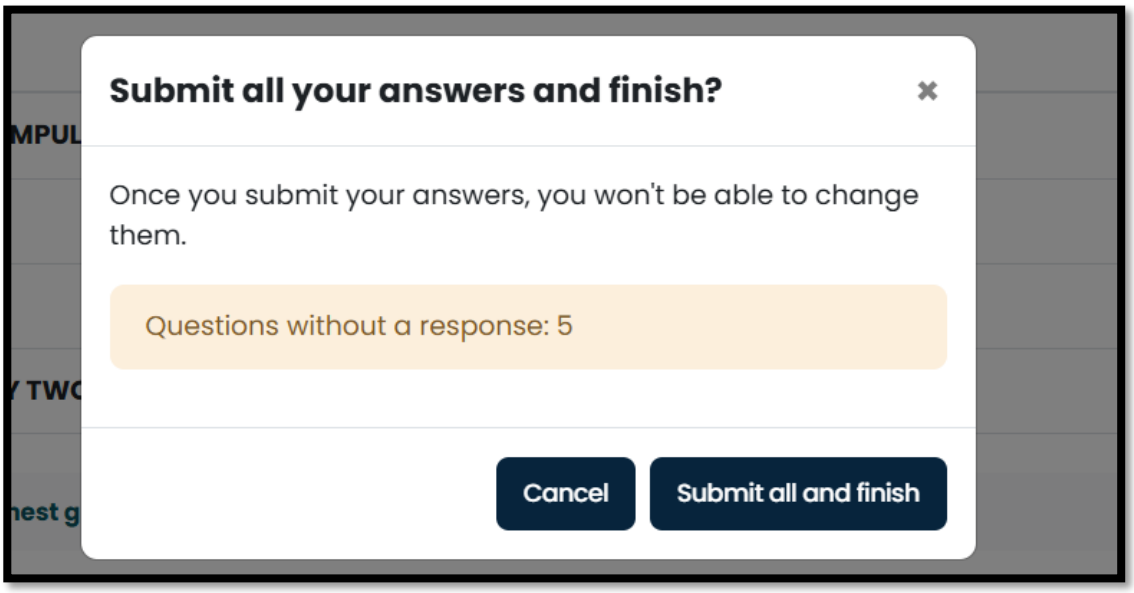
When you are happy with your attempt select "Finish Attempt"

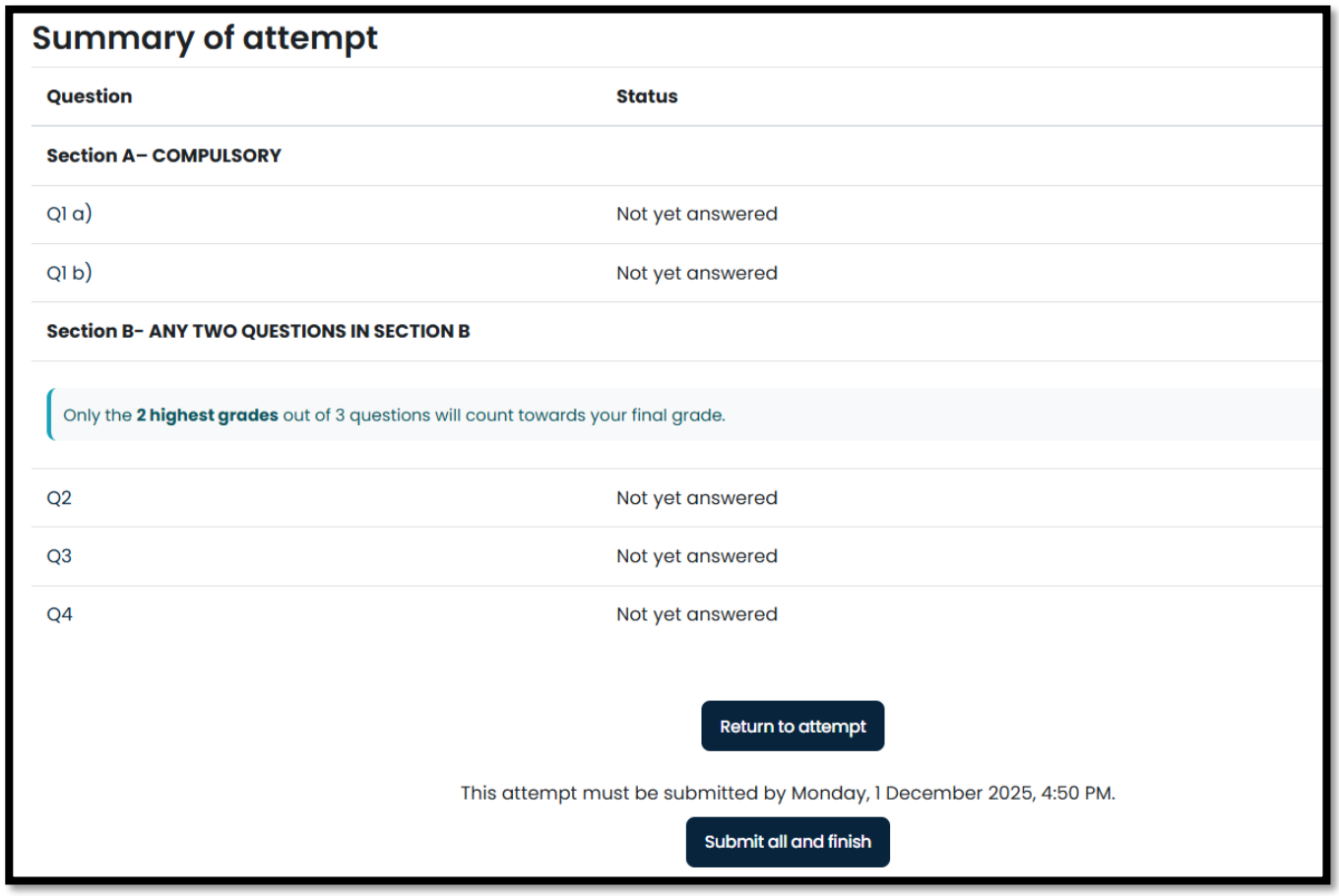


You will be brought to a summary of your attempt where you can either "**return to attempt**" or "**Submit and Finish**".

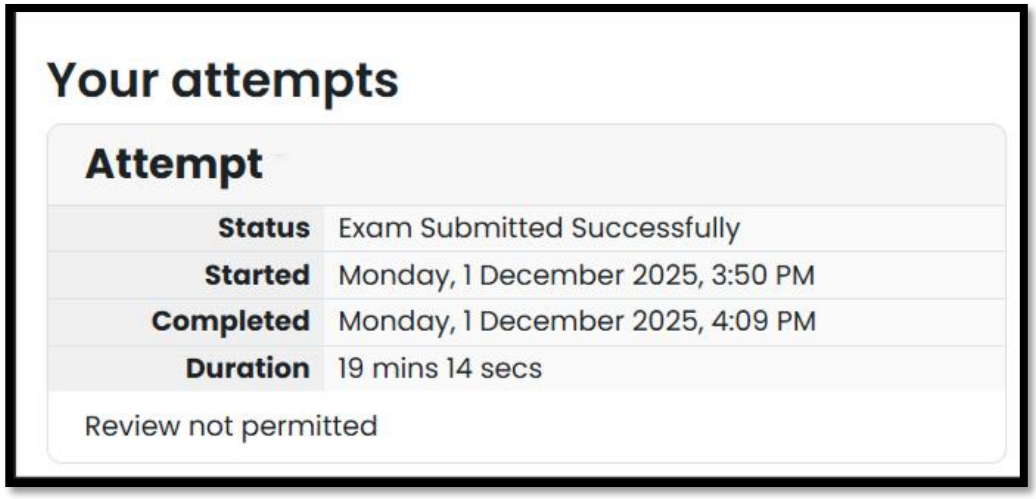
"Return to attempt" brings you back into your exam and when you have made any amendments then select Finish attempt.

"Submit and finish" will submit your exam and no more edits/attempts will be allowed.

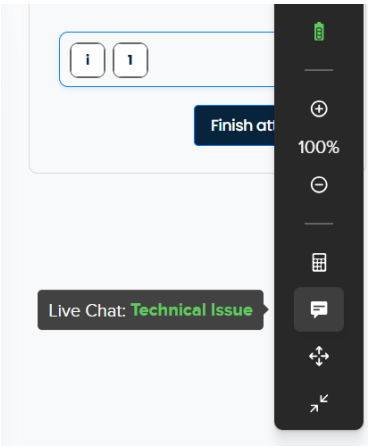




When your exam has been successfully submitted you will see the following. Your exam has now been saved, and you can exit IOB Learn. Proctorio will stop recording at this stage.



Troubleshooting and FAQ

Students can access the **IOB Live Chat** during their exam if they require assistance. **We strongly encourage students to use the IOB Live Chat as a member of the IOB team will be available throughout the exam to provide support and guidance.**  To access the IOB live chat during the exam period, please ensure you accept all cookies when the cookie banner appears. Cookies and Security Notice: Accessibility and Privacy | IOB If you do not accept the cookies, some features, including the live chat service, may not function correctly.	Students can also access Proctorio Live Chat Support at any time while in the exam by using the Proctorio toolbar. Simply click Live Chat to connect with a support representative. 

Please note that Proctorio Live Chat is intended only for technical issues related to the Proctorio extension or any Proctorio-related glitches encountered during the exam. For all other queries or support needs, students should contact the IOB Live Chat, where the IOB team will be available to assist.

What do I do if the internet drops?

If your internet connection drops during your examination, don't panic – as advised your exam will automatically save. Please re-enter IOB Learn and complete the exam pre checks to continue or to submit your submission once you are within the exam timeframe. If you are unable to reconnect to your online exam session, please contact IOB via the chat, phone 01 611 6500 or email info@iob.ie

Is it a problem if my internet connection occasionally fails while taking an exam through online proctoring?

It is important to ensure a stable internet connection. If you experience technical problems despite having a stable internet connection, you can report these on Proctorio or IOB chat function.

Please note that **we do not recommend using a mobile hotspot** as your primary internet connection during an online exam, as it may be less reliable than a broadband connection and can be affected by signal strength, coverage, and network traffic. It is the student's responsibility to ensure they have a stable and suitable internet connection before the exam. Should you choose to use a mobile hotspot and experience connectivity issues, interruptions, or any other technical difficulties during the exam, IOB cannot accept responsibility for any impact this may have on your exam attempt.

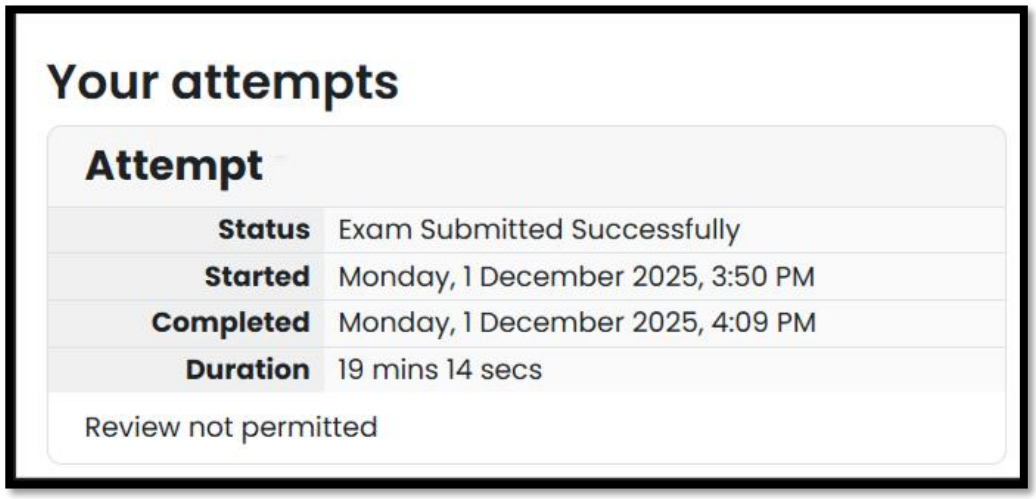
Please ensure that you **do not have a VPN, proxy, or ad blocker enabled in your browser** during the exam period, as these can interfere with the **Proctorio diagnostic checks** and may cause technical issues before or during your exam.

How will IOB contact me if there are any announcements regarding the exam paper?

In the unlikely event there is an update or change to the exam paper. IOB will inform you through a pop-up notification on IOB Learn.

How will I know that my exam has been submitted correctly?

Once you select submit and finish, your exam has been submitted. Proctorio will stop when your exam has been submitted.



IOB will contact you if there is an issue with your submission. Once a student submits their exam that submission is the only submission considered for grading.

Additional Information

Students undertaking programmes at IOB and therefore UCD are expected to adhere to the highest standards of academic integrity and honesty. The work you submit to IOB for assessment must be your own work. It is vital that you understand what plagiarism is, the guidelines that students must follow to avoid it and the penalties for instances of plagiarism. UCD's plagiarism policy and guidance for students can be found at the following link: UCD Plagiarism Policy and IOB Plagiarism Policy

By taking this assessment, candidates are confirming that they have read, understood, and agree to be bound by IOB Examination Regulations located on exams-and-regulations page.

Unapproved Resources (including but are not limited to) pre-prepared notes, textbooks, academic articles, or internet searches etc. are not allowed and will lead to the invocation of the UCD Student Plagiarism Policy Unapproved Resources Examples:

1. Pre-prepared notes
2. Textbooks
3. Articles and internet searches
4. Use of AI tools
5. Translation overlay applications.

Contact Details:

For Technical Support: Contact support@proctorio.com or Proctorio Chat Box or Support | Proctorio
To advise IOB of technical issues contact IOB via the chat, phone 01 611 6500 or email info@iob.ie

For Exam Related Support Contact: info@iob.ie or phone 01 611 6500 or IOB chat function